



Health Services
LOS ANGELES COUNTY

February 2, 2015

**Los Angeles County
Board of Supervisors**

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Deputy Director Strategy and Operations

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www.dhs.lacounty.gov

*To ensure access to high-quality,
patient-centered, cost-effective
healthcare to Los Angeles County
residents through direct services
at DHS facilities and through
collaboration with community
and university partners.*



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TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: Mitchell H. Katz, M.D.
Director

**SUBJECT: NOTIFICATION OF DEPARTMENT OF HEALTH
SERVICES' USE OF DELEGATED AUTHORITY TO
AMEND AGREEMENT FOR HEALTH CARE
WORKFORCE AND DEVELOPMENT PROGRAM
SUPPORT AND SPACE SERVICES**

This is to advise the Board that the Department of Health Services has exercised its delegated authority, approved on June 17, 2014 (attached), to allow the Director of Health Services, or his authorized designee, to execute amendments to the Worker Education and Resource Center, Inc. (WERC) Agreement to make necessary changes to the scope of services, and increase the annual maximum obligation by an amount not to exceed \$200,000.

Under the Amendment, the Statement of Work was revised to add two Consultants. The Consultants will oversee design and implementation of the Community Critical Worker Program, to facilitate recruitment, onboarding efforts, and continued education of Community Health Workers, during the period of January 1, 2015 through June 30, 2015, at a maximum cost of \$91,000. The Amendment also reduces the number of participants to receive computer skills in preparation for ORCHID from 10,000 to 8,000.

County Counsel has reviewed and approved the Amendment as to form.

If you have any questions or require additional information, please let me know.

MHK:es
Attachment

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors



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Board of Supervisors**

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June 10, 2014

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**APPROVAL OF AMENDMENT TO AGREEMENT WITH THE WORKER
EDUCATION AND RESOURCE CENTER, INC.
(ALL DISTRICTS)
(3 VOTES)**

SUBJECT

Approval of an amendment to extend the term of the current Agreement with the Worker Education and Resource Center, Inc. to provide training services for one year with an option to extend the term for six months.

IT IS RECOMMENDED THAT THE BOARD:

1. Authorize the Director of Health Services (Director), or his designee, to execute an amendment to Agreement H-705812 with the Worker Education and Resource Center, Inc. (WERC) effective on execution to extend the term of the Agreement for the period July 1, 2014 through June 30, 2015, with an option to extend the Agreement for up to six (6) months, on a month-to-month basis, to provide training services for the Health Care Workforce Development Program (HCWDP), a collaboration between the Department of Health Services (DHS) and the Service Employees International Union (SEIU), with a one-year maximum obligation of \$1.6M, and no more than \$0.8M for the optional six month extension period, for a total maximum obligation of \$2.4M.
2. Delegate authority to the Director, or his designee, to execute an Amendment to extend the Agreement term for up to six (6) months, on a month-to-month basis, subject to review and approval by County Counsel and with notice to the Board and the Chief Executive Office.

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

27 June 17, 2014

Sachia A. Hama
SACHIA HAMA
EXECUTIVE OFFICER

3. Delegate authority to the Director, or his designee, to execute future amendments to the Agreement to make necessary changes to the scope of services, and increase the annual maximum obligation by an amount not to exceed \$0.2M, which represents ten percent of the annual total Agreement sum, subject to prior review and approval by County Counsel and notification to the Board and the Chief Executive Office (CEO).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Approval of the recommendations will enable the Director, or his designee, to execute an amendment, substantially similar to Exhibit I, and a future amendment to extend the term (if necessary), for WERC to continue to provide workforce development and training services to the HCWDP that are currently provided under Agreement No. H-705812. The current Agreement expires on June 30, 2014. Although DHS has delegated authority to extend the Agreement for 6 months, the Department and WERC determined it was more appropriate to request a full one year extension to ensure continuity of WERC's training activities in support of the DHS implementation of the new electronic health record system known as ORCHID.

During the recommended extension period, WERC will continue developing and implementing career path and performance enhancement training programs for DHS to facilitate the transformation to a patient-centered medical home (PCMH) model of care delivery. WERC developed a "Basic Computer Skills Survey" and computer literacy workshop targeted for future ORCHID users. WERC will continue to offer the workshop in advance of ORCHID implementation at hospitals and clinics, aiming to train up to 10,000 workers. In addition, WERC will provide workshops to: improve customer service, enhance the patient experience with registration and financial services, improve communication with Spanish-speaking patients, and assist workers who will be impacted by the changes in service delivery.

Implementation of Strategic Plan Goals

The recommended action supports Goal 1, Operational Effectiveness, of the County's Strategic Plan.

FISCAL IMPACT/FINANCING

The maximum obligation for the WERC Agreement is \$1.6M for Fiscal Year (FY) 2014-15 and \$0.8M for the optional six (6) month period.

Funding is included in the DHS' FY 2014-15 Recommended Budget, and will be requested in the future fiscal year, as needed.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

On June 11, 2002, the Board approved an initial Agreement with WERC to provide personnel to support the planning, design, and implementation of the HCWDP education and training programs for DHS employees as mandated by the 1115 Medicaid Waiver Demonstration Project. The successor Agreement was approved by the Board on June 3, 2013.

WERC was established as a 501(c) (3) non-profit entity by SEIU Local 721, specifically as the vehicle to implement the HCWDP labor/management partnership, linked to the Waiver goals of

addressing critical labor shortages and upgrading worker skills to meet restructuring goals.

WERC continues to actively seek funding opportunities from federal and state governments and from philanthropy, to identify grant opportunities to support HCWDP training programs, and related activities linked to providing accessible quality care to the newly covered patients in LA County. In 2013, WERC obtained funding from the California Endowment to provide a pilot Community Worker Training program, and team-based care workshops, and is applying for an extension. County Counsel has approved Exhibit I as to form.

CONTRACTING PROCESS

WERC was specifically created as a non-profit collaborative between DHS and SEIU to provide training services to County workforce members.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of this Amendment ensures training of current DHS and partner health care provider employees.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Mitchell Katz", is written over the signature line.

Mitchell H. Katz, M.D.

Director

MHK:kh

Enclosures

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors